

# BUREAU OF CONSULAR AFFAIRS

U.S. Department of State



WE'VE MOVED!!! The U.S. Consulate General Jeddah has moved, and that means our visa applicants and American citizens in need of service need to know how to get to our new home. Below is a list of *five commonly asked questions* that can hopefully answer your questions. See you soon.

1. What is the new address? Where should I go for consular services?

- ✓ The new address is **al-Safa Street, near the new American School building, Al Muhammadiyah District, Jeddah.** Click [here](#) for the google map.
- ✓ The public entrance for all consular services (visas and American Citizens services) is located on the west side of the new consulate on al-Safa Street.

2. Where do I park?

- ✓ We do not provide any parking for visa or ACS customers, and you may not park on the street next to the Consulate. There is an area near the Consular Entrance where you may be dropped off and a small area for street parking located south of the consulate on Al-Safa Street.

3. Can I bring a mobile phone?

- ✓ **You may not bring your phone or any other electronic device into the consulate compound.** Please plan accordingly.

4. Have the hours of operation changed? What are the hours of operation?

- ✓ The hours of operation for consular services are unchanged: Sunday-Thursday 8am-5pm except for holidays. Please use the online appointment system at [www.ustraveldocs.com/sa](http://www.ustraveldocs.com/sa) to choose your appointment time.
- ✓ Please arrive at the precise time (within a few minutes) of your appointment, as waiting area space is limited. Applicants who arrive significantly before or after their appointment time may be refused entry.

5. Who do I contact if I have more questions?

- ✓ For further questions, contact [JeddahVisas@state.gov](mailto:JeddahVisas@state.gov) or [JeddahACS@state.gov](mailto:JeddahACS@state.gov) or call the U.S. Consulate number #012-220-5000 starting September 22<sup>nd</sup>.

Important Dates:

- ✓ The Consular section will resume NIV and ACS appointments on September 24.
- ✓ In the meantime, American Citizens in need of emergency passports should go to Riyadh or Dhahran

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